



## Welcome to Comcast!

We are proud to be the exclusive broadband digital video provider for the University of Alabama. The digital cable service provided in your dorm room gives you additional channel offerings, plus the use of the interactive programming guide which offers you a host of functions like setting reminders for your favorite shows, getting on-screen info on any show you are watching, accessing local weather updates, and much more. Connecting your television to your digital converter is easy. To help you get started, we've included a few trouble shooting tips just in case you need them.

## Digital Cable and remote control trouble shooting:

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### **Problem: Black Screen/Blue Screen/No Picture/Snow**

Black Screen/Snow/No Picture is a condition that can occur for Digital and Analog customers. The problem occurs when a black screen/snow appears in place of the channel the customer is trying to access.

### **Possible Resolutions:**

- Check all connections and wiring to ensure proper and tight connections.
- Ensure that your TV is on channel 3
- Ensure that set-top box and TV are plugged in to electricity and are powered-on.
- Try turning off any third-party equipment such as VCRs or DVD players
- Try to powercycle/reset your set-top box. To powercycle or reset, unplug your set-top box from the wall outlet and wait at least a minute before plugging it back in.

*\*If you have recently added a new piece of equipment, the wiring may be incorrect, which causes blue screen or snow. Verify that wires are connected properly.*

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### **Problem: Remote is not working**

A remote control may not be responding as expected when a customer presses certain buttons

### **Possible Resolutions:**

- Make sure that there are active batteries in the remote.
- Make sure that remote has been programmed to work with your television (see "how to" below).
- When trying to control "cable" functions, make sure that the red "cable" button at the top of the remote has been pressed before pressing the desired cable function buttons.
- If using the remote to control other devices in addition to your set-top box, make sure that your remote has been programmed to control the other devices, like your television or DVD player.

If none of the above solutions resolve your problem, please place a work order through the work order website -<http://housing.ua.edu/workorderrequest.cfm> and a technician will come out to assist you.

## How to program your remote control:

The Comcast Custom 3-Device universal remote control is preprogrammed at the factory to operate the Cable Box supplied by your Comcast system, an RCA TV, and an RCA VCR (in the AUX mode). To control devices other than default brands (excluding the Cable Box), perform the below steps:

1. Turn on a device (e.g., TV, VCR or DVD Player) and, if applicable, insert media, (e.g., video cassette or disc).

**NOTE:** Please read steps 2 to 6 completely before proceeding. Highlight or write down the codes and device you wish to program before moving on to step 2.

2. On the remote control, press a device key once (i.e., AUX or TV).

**NOTE:** Use the AUX key to program/control of an Audio Amplifier or Receiver, a DVD Player, a Home-Theater-In-A-Box Device, a PVR (or DVR), or a VCR.

3. Press and hold Setup until the selected mode key blinks twice, then release Setup.
4. Locate the code for your device in the codes listed below. Brands are listed in alphabetical order with the most popular codes listed first.
5. Enter the first five-digit code for your device. If you perform this procedure correctly, the selected mode key will blink twice.

**NOTE:** If you enter an invalid code, the selected mode key will display one long blink and exit the programming mode. Repeat steps 2 to 5 with a valid code.

6. Aim the remote control at your device and press Power once. The device should turn off. If it does not respond, repeat steps 2 to 6, trying each code listed for your brand until you find one that works. If it still does not work, try Searching For Your Code.

**NOTE:** If the device does not have a Power key, press the (Play) key.

7. Repeat steps 1 to 7 for another device you want to control.

## Searching For Your Code

If your home entertainment device does not respond to the remote control after trying all of the codes listed for your brand, or if your brand is not listed at all, try searching for your code. For example, after trying all of the codes for your TV, you still cannot get the remote control to operate your TV, then:

1. Turn on your TV.
2. On the remote control, press TV once. Then press and hold Setup until the TV key blinks twice, then release Setup.
3. Enter 9 - 9 - 1. The TV key will blink twice.
4. Press and release the digit 1. The TV key will blink twice.

**NOTE:** Substitute 1 with 0 if searching for a Cable code, 2 if searching for a DVD, VCR or PVR and 3 if searching for an Audio device

5. Press Power and aim the remote control at the TV and press CH + one or more times until the TV turns off.

**NOTE:** In the search mode, the remote control will send IR codes from its library to the selected device, starting with the most popular code first.

6. Press Setup once to lock in the code. The TV key will blink twice.
7. To search for the codes of another device, repeat steps 1 to 5, but substitute the AUX key for the device you are searching for.

## Manufacturer's Codes

### Setup Codes For TVs

Admiral 10093, 10463

Advent 10761, 10783, 10815, 10817, 10842, 11933

Aiko 10092

Akai 10812, 10702, 10030, 10672, 11903

Albatron 10700, 10843

America Action 10180

Anam 10180

Anam National 10055

AOC 10030

Apex Digital 10748, 10879, 10765, 10767, 10890

Audiovox 10451, 10180, 10092, 10623, 10802, 10875

Aventura 10171

Bell & Howell 10154  
BenQ 11032  
Bradford 10180  
Broksonic 10236, 10463  
Candle 10030  
Carnivale 10030  
Carver 10054  
Celebrity 10000  
Celera 10765  
Changhong 10765  
Citizen 10060, 10030, 10092  
Clarion 10180  
Commercial Solutions 11447, 10047  
Contec 10180  
Craig 10180  
Crosley 10054  
Crown 10180  
Curtis Mathes 10047, 10054, 10154, 10451, 10093, 10060, 10702, 10030,  
10145, 10166, 10466, 11147, 11347  
CXC 10180  
Daewoo 10451, 10092, 11661, 10623, 10661, 10672  
Dell 11080, 11178  
Denon 10145  
Denstar 10628  
Dumont 10017  
Durabrand 10463, 10180, 10178, 10171, 11034  
Electroband 10000  
Electrograph 11755  
Electrohome 10463  
Emerson 10154, 10236, 10463, 10180, 10178, 10171, 10623, 11963  
Envision 10030, 10813  
ESA 10812, 10171, 11963  
Fisher 10154, 10159  
Fujitsu 10683, 10809, 10853  
Funai 10180, 10171, 11271, 11963  
Futuretech 10180  
Gateway 11755, 11756  
GE 11447, 10047, 10051, 10451, 10178, 10055, 11347  
Gibralter 10017, 10030  
Go Video 10886  
GoldStar 10178, 10030  
Grunpy 10180  
Haier 11034, 10768  
Hallmark 10178  
Harman/Kardon 10054  
Harvard 10180  
Havermy 10093  
Helios 10865  
Hello Kitty 10451  
Hewlett Packard 11494, 11502  
Hisense 10748  
Hitachi 11145, 10145, 10151, 11960  
Hyundai 10849  
iLo 11990  
Infinity 10054  
Initial 11990  
Insignia 10171, 11204, 11963, 12002  
Inteq 10017  
JBL 10054  
JCB 10000  
Jensen 10761, 10815, 10817, 11933  
JVC 10053, 10731, 11253  
KEC 10180  
Kenwood 10030  
KLH 10765, 10767  
Konka 10628, 10707  
Kost 11262  
KTV 10180, 10030  
LG 11265, 10178, 10700, 10856, 11178, 11758, 11993  
Loewe 10136  
LXI 10047, 10054, 10154, 10156, 10178  
Magnavox 11454, 10054, 10030, 10706, 10187, 10386, 10802, 11198,  
11254, 11963, 11990  
Marantz 10054, 10030, 10704, 10855  
Matsushita 10250, 10650  
Maxent 11755  
Megapower 10700  
Megatron 10178, 10145  
Memorex 10154, 10463, 10150, 10178

MGA 10150, 10178, 10030  
Midland 10047, 10017, 10051  
Mintek 11990  
Mitsubish 10093, 11250, 10150, 10178, 10836  
Monivision 10700, 10843  
Motorola 10093, 10055  
MTC 10060, 10030  
Multitech 10180  
NAD 10156, 10178, 10866  
NEC 10030, 11704  
NetTV 11755  
Nikko 10178, 10030, 10092  
Norcent 10748, 10824  
NTC 10092  
Olevia 11144, 11240, 11331  
Onwa 10180  
Optimus 10154, 10250, 10166, 10650  
OptomA 10887  
Optonica 10093, 10165  
Orion 10236, 10463, 11463  
Panasonic 10250, 10051, 10055, 10650, 11291, 11941  
Penney 10047, 10156, 10051, 10060, 10178, 10030, 11347  
Petters 11523  
Philco 10054, 10030  
Philips 11454, 10054, 10690  
Pilot 10030  
Pioneer 10166, 10679, 10866  
Polaroid 10765, 10865, 11262, 11276, 11314, 11341, 11523, 11991  
Portland 10092  
Prima 10761, 10783, 10815, 10817, 11933  
Princeton 10700, 10717  
Prism 10051  
Proscan 11447, 10047, 11347  
Proton 10178, 10466  
Pulsar 10017  
Quasar 10250, 10051, 10055, 10165, 10650  
RadioShack 10047, 10154, 10180, 10178, 10030, 10165  
RCA 11447, 10047, 10090, 10679, 11047, 11147, 11247, 11347, 11547, 11958, 12002  
Realistic 10154, 10180, 10178, 10030, 10165  
Runco 10017, 10030  
Sampo 10030, 11755  
Samsung 10060, 10812, 10702, 10178, 10030, 10766, 10814, 11060, 11903  
Sansui 10463  
Sanyo 10154, 10088, 10159  
Scotch 10178  
Scott 10236, 10180, 10178  
Sears 10047, 10054, 10154, 10156, 10178, 10171, 10159  
Sharp 10093, 10165, 10386, 11602  
Sheng Chia 10093  
SigneT 11262  
Simpson 10187  
Sony 11100, 10000, 11317  
Soundesign 10180, 10178  
Squareview 10171  
SSS 10180  
Starlite 10180  
Studio Experience 10843  
Superscan 10093, 10864  
Supreme 10000  
SVA 10748, 10587, 10768, 10865, 10870, 10871, 10872  
Sylvania 10054, 10030, 10171, 11271, 11314, 11963  
Symphonic 10180, 10171  
Syntax 11144, 11240, 11331  
Tandy 10093  
Tatung 10055, 11756  
Technics 10250, 10051  
Techview 10847  
Techwood 10051  
Teknika 10054, 10180, 10150, 10060, 10092  
Telefunken 10702  
TMK 10178  
TNCi 10017  
Toshiba 10154, 11256, 10156, 11265, 10060, 10650, 10845, 11156, 11356, 11656, 11704  
TVS 10463  
Vector ResearchH 10030  
Victor 10053

Vidikron 10054  
Vidtech 10178  
Viewsonic 10857, 10864, 10885, 11330, 11578, 11755  
Vizio 10864, 10885, 11756, 11758  
Wards 10054, 10178, 10030, 10165, 10866, 11156  
Waycon 10156  
Westinghouse 10885, 10889, 10890, 11282, 11577  
White Westinghouse 10463, 10623  
Yamaha 10030  
Zenith 10017, 10463, 11265, 10178, 10092

## Setup Codes For LCDTVs

Apex Digital 10890  
Audiovox 10180, 10802, 10875  
Dell 11080, 11178  
Envision 10813  
Funai 10171  
Go Video 10886  
Hyundai 10849  
iLo 11990  
Initial 11990  
Insignia 11204, 12002  
Kost 11262  
LG 10856, 11178, 11993  
Magnavox 11454, 10802, 11198, 11990  
Marantz 10855  
Maxent 11755  
Mintek 11990  
Mitsubishi 11250  
Olevia 11144, 11240, 11331  
Panasonic 10650, 11941  
Petters 11523  
Philips 11454  
Polaroid 11262, 11276, 11341, 11523  
RCA 10047, 11958  
Sampo 11755  
Samsung 10812, 10766, 10814  
Sharp 10093, 11602  
Signet 11262  
Superscan 10864  
SVA 10587, 10870, 10871  
Sylvania 10171, 11271, 11314  
Symphonic 10171  
Syntax 11144, 11240, 11331  
Techview 10847  
Toshiba 10845, 11656  
Viewsonic 10857, 10864, 10885, 11330, 11578  
Vizio 10864, 10885, 11756, 11758  
Westinghouse 10885, 10889, 10890, 11282, 11577  
Zenith 11265

## Setup Codes For Audio Amplifiers

GE 30078  
JVC 30331  
Soundesign 30078  
Victor 30331  
Wards 30078  
Yamaha 30354

## Setup Codes For Audio Receivers

ADC 30531  
Aiwa 30158, 30189, 30405  
Bose 31229, 31933  
Capetronic 30531  
Carver 30189  
Denon 31360, 31104  
Harman/Kardon 30110, 30189  
Integra 30135  
JBL 30110  
JVC 30074  
Kenwood 31313, 31570, 30027, 31027  
Linn 30189  
Magnavox 30189, 30531  
Marantz 30189

Onkyo 30135, 30842  
Optimus 31023, 30531  
Panasonic 31308, 31518  
Philips 30189, 31266  
Pioneer 31023, 30014, 30531, 31384  
Polk Audio 30189  
Proscan 31254  
RCA 31023, 31254, 30531  
Sansui 30189  
Sony 31759, 30158, 31758  
Stereophonics 31023  
Sunfire 31313  
Technics 31308, 31518  
Victor 30074  
Wards 30158, 30189, 30014  
Yamaha 30176, 31176

## Setup Codes For DVD Players

Accurian 21416  
Aiwa 20641  
Akai 20695, 20899, 21089  
Alco 20790  
Allegro 20869  
Amphion Media 21245  
AMW 21245  
Apex Digital 20672, 20830, 21056, 21061  
Arrgo 21023  
Aspire Digital 21168  
Audiovox 20790, 21121, 21122  
Blue Parade 20571  
Broksonic 20695, 20868, 21419  
Cinea 20831  
Cinego 21399  
CineVision 20876, 20833, 20869  
Citizen 20695, 21277  
Coby 20778, 21086, 21107, 21351  
Craig 20831  
CyberHome 20816, 20874, 21023, 21129  
Daewoo 20705, 20833, 20869, 21169, 21172, 21234, 21242, 21441  
Denon 20490, 20634  
Disney 20675, 21270  
Durabrand 21127  
DVD2000 20521  
Emerson 20591, 20675, 20821, 21268  
Enterprise 20591  
ESA 20821, 21268  
Funai 20675, 21268, 21334  
Gateway 21073  
GE 20522, 20815  
Go Video 20744, 20715, 20741, 20783, 20833, 20869, 21044, 21075,  
21099, 21304  
GoldStar 20741  
Harman/Kardon 20582, 20702  
Hitachi 20573, 20664, 21247  
Hiteker 20672  
iLo 21348, 21472  
Initial 21472  
Insignia 21268  
Integra 20627  
JBL 20702  
JVC 20558, 20623, 20867, 21164, 21602  
Kawasaki 20790  
Kenwood 20490, 20534  
KLH 20790  
Koss 20651  
Lenoxx 21127  
LG 20591, 20741, 20869  
LiteOn 21058, 21416, 21440  
Loewe 20511  
Magnavox 20503, 20539, 20646, 20675, 20821, 21268, 21472, 21506  
Marantz 20539  
Memorex 20695, 20831, 21270  
Microsoft 20522, 21708  
Mintek 20839, 21472  
Mitsubishi 21521, 20521  
NAD 20741  
NEC 20785  
Norcent 21107

Onkyo 20503, 20627  
Oritron 20651  
Panasonic 20490, 20703, 21362, 21462, 21490, 21762  
Philips 20503, 20539, 20646, 20675, 20854, 21260, 21267, 21354  
Pioneer 20525, 20571, 20631  
Polaroid 21061, 21086, 21245  
Polk Audio 20539  
Presidian 20675  
Proscan 20522  
ProVision 20778  
Qwestar 20651  
RCA 20522, 20571, 20790, 20822, 21022, 21132, 21769  
Rio 20869  
Rotel 20623  
Sampo 20698, 20752  
Samsung 20490, 20573, 20199, 20820, 20899, 21044, 21075, 21470  
Sansui 20695  
Sanyo 20695, 20873  
Sharp 20630, 20675, 20752, 21256  
Shinsonic 20533, 20839  
Sonic Blue 20869, 21099  
Sony 20533, 21533, 20864, 21033, 21070, 21431, 21536  
Sova 21122  
Superscan 20821  
Sylvania 20675, 20821, 21268  
Symphonic 20675, 20821  
Teac 20790  
Technics 20490, 20703  
Theta Digital 20571  
Tivo 21503  
Toshiba 20503, 20695, 21045, 21154, 21503, 21769  
Urban Concepts 20503  
US Logic 20839  
Venturer 20790  
Vizio 21064, 21226  
Xbox 20522, 21708  
Yamaha 20490, 20539, 20545  
Zenith 20503, 20591, 20741, 20869

## Setup Codes For DVD-R Players

Accurian 21416  
Apex Digital 21056  
Aspire Digital 21168  
Broksonic 21419  
Coby 21086  
CyberHome 21129  
Funai 20675, 21334  
Gateway 21073  
Go Video 20741, 21304  
iLo 21348  
JVC 21164  
LG 20741  
LiteOn 21416, 21440  
Magnavox 20646, 20675, 21506  
Panasonic 20490  
Philips 20646  
Pioneer 20631  
Polaroid 21086  
RCA 20522  
Samsung 20490, 21470  
Sharp 20675  
Sony 21033, 21070, 21431, 21536  
Sylvania 20675  
Zenith 20741

## Setup Codes For VCRs And TV/VCRCombos

ABS 21972  
Admiral 20048  
Adventura 20000  
Aiwa 20037, 20000  
Alienware 21972  
American High 20035  
Audiovox 20037  
Broksonic 20184, 20121, 21479  
Calix 20037  
Canon 20035

Carver 20081  
Citizen 20037, 21278  
Craig 20037, 20047  
Curtis Mathes 20060, 20035, 20162, 21035  
CyberPower 21972  
Daewoo 20045, 21278  
Dell 21972  
Denon 20042  
DirecTV 20739  
Durabrand 20039  
Dynatech 20000  
Electrohome 20037  
Electroponic 20037  
Emerex 20032  
Emerson 20037, 20184, 20000, 20121, 20043, 20593, 21278, 21479, 21593  
Fisher 20047  
Fuji 20035, 20033  
Funai 20000, 20593, 21593  
Garrard 20000  
Gateway 21972  
GE 20060, 20035, 20807, 21035, 21060  
Go Video 20614  
GoldStar 20037, 21237  
Gradiente 20000  
Harley Davidson 20000  
Harman/Kardon 20081  
Hewlett Packard 21972  
HI-Q 20047  
Hitachi 20000, 20042, 20089  
Howard Computers 21972  
HP 21972  
HNS 20042, 20739  
Humax 20739  
Hush 21972  
iBUYPOWER 21972  
JVC 20067  
KEC 20037  
Kenwood 20067  
Kodak 20035, 20037  
Linksys 21972  
Lloyd's 20000  
LXI 20037  
Magnasonic 20593, 21278  
Magnavox 20035, 20039, 20081, 20000, 20149, 20593, 21593, 21781  
Marantz 20035, 20081  
Marta 20037  
Matsushita 20035, 20162  
Media Center PC 21972  
MEI 20035  
Memorex 20035, 20162, 20037, 20048, 20039, 20047, 20000, 21237  
MGA 20043  
Microsoft 21972  
Mind 21972  
Minolta 20042  
Mitsubishi 20067, 20043, 20807  
Motorola 20035, 20048  
MTC 20000  
Multitech 20000  
NEC 20067  
Nikko 20037  
Niveus Media 21972  
Northgate 21972  
Olympus 20035  
Optimus 21062, 20162, 20037, 20048, 20593  
Orion 20184, 21479  
Panasonic 21062, 20035, 20162, 20225, 20614, 20616, 21035  
Penney 20035, 20037, 20042, 21035, 21237  
Pentax 20042  
Philco 20035  
Philips 20035, 20081, 20618, 20739  
Pilot 20037  
Pioneer 20067  
Polk Audio 20081  
Presidian 21593  
Proscan 20060, 21060  
Pulsar 20039  
Quasar 20035, 20162, 21035  
RadioShack 20000

Radix 20037  
Randex 20037  
RCA 20060, 20042, 20149, 20807, 20880, 21035, 21060  
Realistic 20035, 20037, 20048, 20047, 20000  
Ricavision 21972  
Runco 20039  
Samsung 20045, 20739, 21014  
Sanky 20048, 20039  
Sansui 20000, 20067, 21479  
Sanyo 20047  
Scott 20184, 20045, 20121, 20043  
Sears 20035, 20037, 20047, 20000, 20042, 21237  
Sharp 20048, 20807  
Sony 20035, 20032, 20033, 20000, 20636, 21232, 21972  
Stack 9 21972  
STS 20042  
Sylvania 20035, 20081, 20000, 20043, 20593, 21593, 21781  
Symphonic 20000, 20593, 21593  
Systemax 21972  
Tagar Systems 21972  
Teac 20000  
Technics 20035, 20162  
Teknika 20035, 20037, 20000  
Thomas 20000  
Toshiba 20045, 20043, 20845, 21008, 21145, 21972, 21996  
Totevision 20037  
Touch 21972  
Vector 20045  
Video Concepts 20045  
Videomagic 20037  
Viewsonic 21972  
Villain 20000  
Voodoo 21972  
Wards 20060, 20035, 20048, 20047, 20081, 20000, 20042, 20149  
XR-1000 20035, 20000  
Zenith 20039, 20033, 20000, 21479  
ZT Group 21972

### **Additional information**

The Comcast DVR 3-Device remote control does not have any user serviceable parts. Opening the case, except for the battery cover, may cause permanent damage to your remote control.